

October 5, 2015

[Former ASO Group Policymaker Name]

Former ASO Group Policymaker Title]

[Former ASO Group Name]

[Street Address]

[City], [State] [Zip]

Re: **Excellus Breach Notification**

Dear [Former ASO Customer],

On September 9, 2015, Excellus BlueCross BlueShield announced that the company was the victim of a sophisticated cyber-attack during which attackers gained unauthorized access to Excellus' information technology (IT) system. The attack was discovered on August 5, 2015 and the subsequent investigation revealed that the initial attack occurred on December 23, 2013. Excellus delayed announcing the cyber-attack until they closed the vulnerability on their system, and could more clearly determine the individuals who are potentially affected.

Excellus notified the FBI and is cooperating fully with the Bureau's investigation into this attack. Excellus also worked closely with Mandiant, one of the world's leading cybersecurity firms, to conduct a comprehensive investigation of the incident and to remove the infection created by the attack. Excellus continues to work to further strengthen and enhance the security of its IT systems.

Capital BlueCross systems were not impacted by, and were not part of, the attack on Excellus' IT system. Capital BlueCross and Excellus are separate and distinct companies.

The Excellus attack involved the information of members of other BlueCross and BlueShield plans who sought treatment in Excellus' service area, which includes 31 counties in upstate New York. That is because 36 independent, locally operated companies across the U.S. form the BlueCross BlueShield system. This affiliation enables BlueCross and BlueShield customers to get the high-quality, affordable health care they need wherever they are. If a member has not received health care services in Excellus' service area in upstate New York since 1993, their information should not be at risk. More information about this incident, including a map showing the 31-county Excellus service in New York, can be found at excellusfacts.com.

Affected Plan Members

Findings from Excellus' investigation into the attack have identified members in your group health plan, which was previously administered by Capital BlueCross, whose information may have been accessed. According to Excellus, this information may have included name, date of birth, address, telephone number, Social Security number, member identification number, financial account information, and claims information.

A list of the names of your group's affected members is available upon request. To obtain the list, please send a letter requesting this information on your company letterhead to:

Privacy Office
Capital BlueCross
P.O. Box 772132
Harrisburg, PA 17177-2132

Notification by Mail to Affected Members

During the next several weeks, Excellus is sending notification by U.S. mail to your members whose information may have been accessed. Each affected member will be provided with two years of free identity theft protection and credit monitoring services.

There are two versions of Excellus' notification to affected members—one for adults and one for minors under the age of 18 at the time of the mailing. Copies of both notifications are enclosed.

An important note concerning our letter to you and Excellus' notification to affected members:

- If another BlueCross BlueShield system plan has served as your plan administrator at any time since 1993, you may receive a letter from that plan in addition to this letter. However, affected members will only receive one notification from Excellus.

HITECH Breach Notification and HHS

Excellus has provided preliminary notification to the U.S. Department of Health and Human Services (HHS) about the attack on its systems, and will be providing subsequent notification to HHS with all of the required information. Excellus' notification to HHS will cover all affected BlueCross BlueShield system plans and their self-funded group health plans, so there is no need for your plan to make a separate notification to HHS.

Identity Protection Services for Members

Excellus is working with Kroll, a global leader in risk mitigation and response, to offer two years of free identity theft protection and credit monitoring services to all current and former BlueCross and BlueShield plan members whose information may have been affected. Any individual who believes they may have been affected by this attack and wants to enroll in these services prior to receiving their letter, may do so by following the instructions for enrollment found at: excellusfacts.com or by calling toll-free at 877.589.3331.

Toll-Free Hotline for Members

Excellus has established a dedicated call center with a toll-free number that members can call if they have questions related to this incident. The number is 877.589.3331. Calls will be answered Monday through Friday 8:00 a.m. to 8:00 p.m. Eastern Time.

Additionally, consumers may contact the Pennsylvania Attorney General's Health Care Section Helpline at 877.888.4877 or 717.705.6938 for further assistance.

Capital BlueCross' Commitment to Information Security

Again, Capital BlueCross systems were not impacted by, and were not part of, the attack on Excellus.

Protecting member information is of the utmost importance to Capital BlueCross and we maintain a vigilant data security program.

From state-of-the-art technology, to continuous monitoring of our systems, we work to ensure that the best technical and administrative safeguards are in place. Additionally, we contract with third-party information security organizations to provide continuous monitoring of our systems.

In light of recent attacks on other companies in the health insurance industry, Capital BlueCross also has undertaken additional actions to strengthen the company's information technology systems and data security program.

We are Here to Answer Your Questions

We understand that the Excellus attack and the information shared in this letter may cause concern and generate questions – and we are here to help. If you have questions, please contact us at 866.814.7544.

We will provide you with responses as quickly as possible.

Sincerely,

Tracy Onorofsky
Senior Vice President, Commercial Group Sales